

Boni R. Ellis

Alliance Information Management, Inc.
2901 34th Ave SW Suite 369
Fargo, ND 58104

rbellis@cableone.net
www.aimpros.com
701-235-8600

Professional Experience Summary:

Ms. Ellis has over 20 years of experience in the healthcare and telecommunications industries. Prior to joining Alliance Ms. Ellis was a telecommunications manager for a 34-site health system with responsibility for all voice applications, voice, data, and video network, emergency procedures, on call procedures, and mailroom. Ms. Ellis has extensive experience in system selection and interim management and has successfully implemented call centers, placing a strong focus on exemplary service to all customers. Ms. Ellis specializes in attaining funding support for healthcare organizations via the Rural Healthcare Care Division (RHCD) funding program, and assists clients reduce costs through engagements in telecommunications auditing and cost management.

Projects and Accomplishments:

- Selected and installed over 25 phone systems. This included systems ranging from six stations to 10,000 stations. 14 of the sites were integrated with 4-digit dialing and a call center.
- Implemented a voice, data, video network that grew from a single T1 to an OC3 (84 T1's). The network was built with redundancy to include two points of entry, accuring, UPS, generators, and an emergency backup system.
- Integrated hospital and clinic telecommunications, which included centralization of technology, support, call center, decision-making, budget, and overcoming organizational barriers.
- Developed a real time online on call system for physicians and other support staff.
- Implemented alarm system monitoring for sites through out the United States for emergency situations such as fire, flood, and medical emergencies.
- Implemented a monitoring and dispatch center for lifeline patients, contacting and dispatching appropriate assistance if necessary.
- Negotiated contract for long distance services, reducing rate by 34% or a total savings of \$540,000 over the five-year contract.
- Negotiated network contract to reduce rates by 36%, which resulted in \$480,000 in savings over the five-year contract.

- Applied and received Universal Service Rural Health Care Division funding for six years totaling over \$1.4 million.
- Developed Service Level Agreements for centralized information technology and telecommunication services provided to affiliate and non-affiliate sites.
- Provided pre-market product evaluation and testing for telecommunication vendors.
- Developed an internal routing system for mail that was incorporated with the US Postal Service System.
- Telecommunications audit which resulted in credits as well as future savings.
- Developed and presented Customer Service training to all affiliates sites.
- Developed, presented, and monitored Customer service standards for 34 sites.
- Participated in the development of a telemedicine network to 13 sites that included affiliate and non-affiliated sites.
- Successfully managed an annual budget of \$2 million.

Speaking Engagements:

- Presentation (confirmed and in development) on Universal Service Rural Health Care Division (RHCD) Funding at the Health Information Management System Society conference in February of 2004.
- On-demand Web cast for Association of Telemedicine Service Providers (ATSP) on RHCD Funding (available August/September 2003)
- Session in Conference Call Series by National Rural Health Association on RHCD Funding. (July 2003)
- Presentation on telehealth at the Concordia College Spring Healthcare Institute. (April 2003)
- Presentation on RHCD Funding in LA sponsored by LA Office of Rural Health and the LA Hospital Association. (October 2002)
- Presentation on RHCD Funding in MS sponsored by the MS Primary Care Association, MS Office of Rural Health, and the MS Hospital Association. (July 2002)

Publications:

- Mississippi Primary Care Newsletter (August 2002)
- Policy Brief for NRHA Policy Board (May 2003)
- Minnesota Physician (December 2002)
- National Rural Health Association (June 2002)
- Minnesota Department of Health web site (April 2002)

Affiliations and Offices Held:

- HIMSS Member (1998 – present)
- NRHA Policy Task Force (2003 -present)
- National Rural Health Association Member (2002-present)
- Member of United States Postal Advisory Board (1996-2002)
- President of local Avaya Users Group (1991-2001)
- Avaya User Group Future Needs Committee (1994-1998)
- Co-chair of Avaya Regional Users Group (1994-1997)
- Member of Corporate Culture Task force for Merge of Hospital and Clinic (1992-1995)

Education and Training:

- Valley City State College (1967-1968)
- Moorhead State University (1969-1970, 1998-2000)
 - Business Administration Major
- University of Minnesota / Business and Teams Consulting
 - Systems Thinking
- AT&T Communications
 - Audix Voice Mail System Programming
 - PBX System 85 Programming
 - PBX System 75 Programming
- AVAYA Communications
 - Definity Programming